



**Washington State
Liquor Control Board**
3000 Pacific Ave. SE Olympia WA, 98504

Delivery Standards and Specifications WSLCB Distribution Center Effective July 1, 2008

In order to efficiently operate the Washington State Liquor Control Board (WSLCB) Distribution Center, we need the cooperation of our suppliers and their freight carriers. We have documented our expectations to clearly communicate the standards required by the WSLCB and minimize any misunderstandings. The information in these pages serves to define the current and acceptable requirements for all products and shipments that arrive at the WSLCB Distribution Center. These specifications and standards are in effect as of the date of this document. The WSLCB retains the right to implement changes at any time, and will notify affected suppliers when changes occur. Suppliers are expected to notify their respective freight carriers.

Deliveries or individual products which do not meet these requirements may result in refusal of the delivery or fines, which represent our cost of equipment repair, cleanup, interruption of production, and/or labor resulting from associated problems.

For further information regarding these specifications, please contact: Receiving Warehouse Operator-in-charge at (206) 389-2508, email receiving@liq.wa.gov

Any exceptions to the following procedures must be approved by the WSLCB Director of Distribution @ 206-464-7958

HEALTH & SAFETY

Any delivery of stock or containers that are deemed unsafe to unload will be refused. We will provide information (pictures and narrative explanations) of our concerns upon request, should this occur.

The WSLCB Distribution Center has a trailer lock directly in front of the loading dock. The trailer lock system lifts the hook bar to capture the ICC bar on the back of semi-trailers. To ensure maximum safety it is imperative for the WSLCB employees to engage this trailer lock. A visual indication of the restraint's status is shown at all times by the status light outside and the control panel inside. It is the responsibility of the driver to make sure that before unloading, the device is engaged and shows red on the outside status light and before driving away from the building that the trailer lock indicator shows the status of green on the light outside.

The driver's tractor truck will remain engaged under the container/trailer at all times during the offloading process.

SCHEDULING AND DELIVERY

The WSLCB Receiver Operator-in-charge ("Receiving") will schedule delivery appointments upon request from a supplier using the standard WSLCB Appointment Request Form. The completed form can be emailed to receiving@liq.wa.gov (preferred) or faxed to (206) 389-2508.

- LCB will schedule delivery appointments within 24 hours of receipt of a completed Appointment Request Form.
- If a container number is not provided with the original appointment request, it needs to be communicated to Receiving at least 24 hours prior to the scheduled appointment.
- Supplier/carrier should arrive 15 minutes before their confirmed scheduled appointment time.
- If a carrier will not arrive by their scheduled appointment time, the carrier or supplier must inform the warehouse as soon as they become aware, but no less than 30 minutes before the scheduled delivery time. At that time, they should provide the anticipated arrival time and the reason for the delay. The LCB will make a reasonable effort to accommodate the late delivery. If that isn't possible, the load will need to be rebooked/rescheduled using the scheduling procedure outlined above.
- If a carrier arrives for a scheduled appointment more than 15 minutes late, it will be considered a "Late".
- If a carrier arrives from their appointment more than 30 minutes late, it will be considered a "No Show". The load may be placed on Standby and off-loaded as time allows. If the carrier chooses not to wait, or the load cannot be off loaded that day, the supplier or carrier will need to request a new appointment.
- If an appointment is missed, or cancelled/rescheduled with less than 30 minutes notice, it will be considered a "No Show". It is the supplier or carrier responsibility to send an e-mail containing the missed appointment time and resubmit a scheduling request.
- An appointment will only be recognized as changed when the carrier receives a new appointment time/date, from the WSLCB.
- Stock delivered on a day other than the confirmed, scheduled delivery appointment day may be subject to refusal.

DOCUMENTATION

- All deliveries must contain a manifest containing:
 - Product being shipped by quantity and
 - Washington State brand code numbers,
 - WSLCB Stock Replenishment Request (SR) or Purchase Order (PO) number, and
 - Number of unit loads (pallet equivalent).
- Delivery paperwork should be accurate and match the contents of the delivery.
- All paperwork must be available to Receiving at the point of delivery.

CARTON REQUIREMENTS

Individual cartons must:

- Weigh less than 50 pounds each.
- Have at least a 32 Edge Crush Test (ECT), single-wall cartons
- Be sealed by 2 to 3" wide tape (brown tape preferred) or glue. Reflective tape is not preferred due to interference with the distribution center photo-eyes. Glue cannot be excessive or tacky on the outside of cartons
- Exceptions to these guidelines must be requested by contacting the Director of Distribution at 206-464-7958.

Cartons should have dividers between bottles. If they do not have dividers, and breakage or scuffing prevents us from selling the product, the supplier will be liable for that product.

In order for a carton to be processed through the equipment in a normal manner at the Distribution, the cases need to measure between 5 to 14 inches tall, 7 to 17 inches wide, and 9 to 22 inches long. Cases that exceed these measures may be granted exceptions on a case by case basis, but these oversized cases have to be processed manually, increasing our operational costs. In the future, we will be using the ability to process cases in the normal manner as criteria in our listing and de-listing decisions, to ensure the revenue generated by these products justifies the increased costs.

CASE LABELING REQUIREMENTS

The same labeling requirements apply, if information is printed on label or directly on the carton.

- At least one case label must be facing the outside of the pallet block and visible to Receiving personnel on each side of the pallet to aid in identification.

- The WSLCB requires the following information be on all cases of product received at our Distribution Center:
 - UPC (in both barcode and human readable formats)
 - The WSLCB item number (brand code/NABCA code)
 - An accurate, brief description of the product (including name, size and vintage or proof)
 - The Shipping Container Code (SCC) in both barcode and human readable formats. If a product does not have a UPC, NABCA, or SEC code, please contact the Purchasing Division at: purchasing@liq.wa.gov.
 - Barcodes must be of scannable quality.
- All codes on the case label must match the standard quotation form the supplier initially provided to Purchasing. Any questions regarding the standard quotation form, contact the Purchasing division at: purchasing@liq.wa.gov.
- The label (if printed on a sticker as opposed to on the carton surface) should be printed on WHITE stock sticker labels. Paper labels, if used, must be securely affixed with glue or tape on all four edges. Paper labels with only one edge taped tend to fall off leaving an un-identified box.
- New suppliers are encouraged to confirm that their labeling is acceptable prior to shipment by contacting Purchasing at: purchasing@liq.wa.gov.
- Shipments with incorrect, missing, or misapplied labels may be refused. The refused load must be picked up by the supplier and re-labelled.
- Special Order Labelling: Should contain the Purchase Order number, Special Order brand code (six digits starting with a 9), bar code created from the brand code, and the Outlet number.

PALLETS

Pallets must:

- Measure 40" X 48" and be in good condition,
 - Have standard American pallet boards, with standard 4-way entry and a full perimeter base
- No European boards will be accepted. The WSLCB Distribution Center does not have a pallet exchange program unless otherwise authorized.

Configuration:

- Pallet configuration must match the standard quotation form provided to Purchasing by the supplier. Changes in pallet quantity or carton size must be approved in advance.
- Only one product may be on each pallet, except for special orders

- Special Orders will be allowed to have mixed products on one pallet. All cases shall be clearly identified with labels that comply with labeling requirements (above).
- For a pallet to be processed through the Material Handling System at the Distribution Center, the unit load height should not exceed 72" including the pallet base. Maximum unit load height should not exceed 66" when unit load is placed on slip sheets. Over height pallets have to be processed manually, increasing our operational costs. If a supplier is unable to deliver pallets within these parameters, it may be reflected in supplier performance measures, such as the Supplier Scorecard, and may affect future product listing and de-listing decisions.
- The total weight of a pallet (pallet & goods) must not exceed 3,000 lbs.
- All pallets must be securely shrink-wrapped with no loose/overhanging wrap trailing from the pallet.
- Cases should not overhang the edge of the pallet by any more than 2". Product shipped on slip sheets must also conform to the maximum 44"X 52" dimensions. This is consistent with a 40"x48" pallet with 2" of overhang on each side. These pallet block dimensions are the maximum acceptable in the automated system.
- Individual cartons can not be strapped together to represent a larger case quantity (i.e. Two 6 bottle cases taped together intending to be sold as one 12 bottle case).

DAMAGED PRODUCT

- Stock damaged during receipt will be documented on the carrier's manifest and a WSLCB Breakage Transfer-BOL Claim form (LIQ 259-32).
- Please note that the Supplier is responsible for:
 1. All damage caused by use of faulty container (trailer, railcar, etc.).
 2. Loss from containers prior to arrival at the LCB Distribution Center.
 3. Liabilities/costs associated with improper:
 - => Loading, bracing
 - => Product labeling
 - => Container labeling
 - => Notice for hazardous material co-shipment
 - => Failure to utilize proper shipping device
 - => Damage caused by moisture, excessive heat or freezing.

Note: WSLCB reserves the right to charge suppliers for excessive offloading times due to any of the issues listed above.

VEHICLE SUITABILITY

- Trailer floors should be in clean, good condition; flat and free from obstruction (center bars, other stock).
- Trailer must be able to reach the standard dock height of 48''. Exceptions can be made by the approval of the Director of Distribution prior to the scheduled appointment.
- Trailer should be a box container, four walls, floor, and ceiling; absolutely no flat bed or curtain-side trucks.
- Unused straps should be unfastened and secured safely so they do not obstruct warehouse staff in unloading stock.
- If the trailer is being used for delivery of other company's stock, then WSLCB stock must be on the back of the trailer with a physical divider to mark the separation. WSLCB will not unload other company's stock to access stock for delivery to WSLCB.

EXCEPTIONS

- Requests for exceptions should be directed as indicated in individual paragraphs above or to the Director of Distribution at: 206-464-7958